TRANSMITTAL
FORM

Application Number		09/841,710			
		Filing Date		April 24, 2001	
		First Named Inventor		Takeshi ISHIZAKI	
		Art Unit		2143	
		Examiner Name		Jeffrey C. Pwu	
Total Number of Pages in This Submission		10	Attorney Docket Number		36992.00077

ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input checked="" type="checkbox"/> Return Postcard	<input checked="" type="checkbox"/> PTO SB/08a	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment / Response	<input type="checkbox"/> PTO SB/08b	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> Amendment After Final	<input type="checkbox"/> Issue Fee Transmittal (PTO-85b)	<input type="checkbox"/> Status Request
<input type="checkbox"/> Declaration of Inventor(s)	<input type="checkbox"/> New Power of Attorney, Revocation of Previous Powers, Change of Correspondence Address	<input checked="" type="checkbox"/> The Director is authorized to charge any required fees or credit any overpayment to Deposit Acct. No. 05-0150. A duplicate of this sheet is enclosed for this purpose.
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm	Squire, Sanders & Dempsey L.L.P. 600 Hansen Way, Palo Alto, CA 94304-1043		
Signature			
Printed Name	Marc A. Sockol		
Date	November 28, 2005	Reg. No.	40,823

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Typed or printed name	Lisa Francetic	Date	November 28, 2005

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application Of:

Examiner: Jeffrey C. Pwu

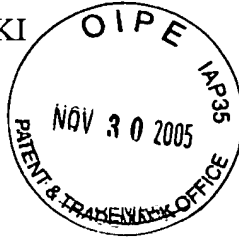
Takeshi ISHIZAKI

Art Unit: 2143

Appl. No: 09/841,710

Filed: April 24, 2001

For: INTEGRATED SERVICE
MANAGEMENT SYSTEM



Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
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37 C.F.R. §§1.97-1.98 WITH FEE**

Sirs:

In accordance with the duty of disclosure under 37 CFR §1.56 and pursuant to 37 CFR §§1.97-1.98, Applicant hereby notifies the U.S. Patent and Trademark Office of the references listed on the enclosed Form PTO/SB/08A (2 pages). Pursuant to the USPTO's waiver of the requirements under 37 CFR 1.98(a)(2)(i), U.S. patents and U.S. patent application publications cited in this form are not being submitted with this Information Disclosure Statement.

The present Information Disclosure Statement is being submitted after receiving the first office action but before an action closing prosecution on the merits. Accordingly, please charge Deposit Account No. 05-0150 in the amount of \$180.00 as specified in 37 CFR §1.97(c) and 37 CFR §1.17(p).

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant reserves the right to dispute any of the listed documents as prior art during

examination. Furthermore, Applicant does not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present application. The submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made or that no other material information may exist.


The Examiner is requested to initial the enclosed Form PTO/SB/08A and return a copy thereof to the undersigned.

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Date: November 28, 2005

Respectfully submitted,

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By 

Marc A. Sockol
Attorney for Applicant
Registration No.: 40,823

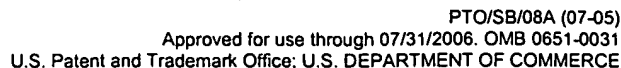
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Date: November 28, 2005 By:


James Francetic

PALOALTO/30147.1



Substitute for form 1449A/PTO

(Use as many sheets as necessary)

Sheet	1	of	2
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Complete if Known

<i>Application Number</i>	09/841,710
<i>Filing Date</i>	April 24, 2001
<i>First Named Inventor</i>	Takeshi ISHIZAKI
<i>Art Unit</i>	2143
<i>Examiner Name</i>	Jeffrey C. Pwu
<i>Attorney Docket Number</i>	36992.00077

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

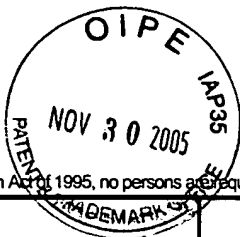
**Examiner
Signature**

Date
Considered

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STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet 2 of 2

Complete if Known

Application Number	09/841,710
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First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Attorney Docket Number	36992.00077

NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	I	PHILIP J. CHEA, "Office Action," November 8, 2005, 15 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	J	KYUNG H. SHIN, "Office Action," August 24, 2005, 20 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	
	K	KYUNG H. SHIN, "Office Action," January 14, 2005, 18 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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